

YOUTH SERVICES POLICY

Title: Assignment of Cases, Reports and Other Activities Next Annual Review Date: 12/19/2013	Type: D. Community Based Services Sub Type: 10. Supervision Number: D.10.3
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References: ACA Standards 2-7122, 2-7126, 2-7127, 2-7128, 2-7129 (Juvenile Probation and Aftercare Services); YS Policy D.10.7 "Probation and Parole Supervision"	
STATUS: Approved	
Approved By: Mary L. Livers, Deputy Secretary	Date of Approval: 12/19/2011

I. AUTHORITY:

Deputy Secretary of Youth Services as contained in La. R.S. 36:405. Deviation from this policy must be approved by the Deputy Secretary.

II. PURPOSE:

To implement a procedure for case distribution and assignment that is equitable among staff which supports the mission and vision of Youth Services (YS).

III. APPLICABILITY:

Probation and Parole Regional Managers/Juvenile, Probation and Parole Supervisors/Juvenile and Probation and Parole Officers/Juvenile.

VI. DEFINITIONS:

Agency - Youth Services, Office of Juvenile Justice.

Community Based Services (CBS) - formerly known as the Division of Youth Services, including the regional probation and parole offices located throughout the state.

Individual Service Plan (ISP) – an individualized plan developed by the assigned PPO/J to achieve the desired results for change. The plan is accomplished through the collaborative effort of the PPO/J, youth and parent/guardian. The plan shall contain specific, measurable goals to address the risks, needs and protective factors. The SAVRY, Probation Order, psychological evaluation and other pertinent information shall be used to develop the plan. The ISP is modified throughout supervision as need areas are identified.

Juvenile Electronic Tracking System (JETS) - the centralized database utilized to track all youth in OJJ custody or under OJJ supervision.

PPO/J - includes CBS probation officers (Probation and Parole Officer 1, 2 and 3/Juvenile).

Probation and Parole Supervisors - supervisors charged with overseeing the probation staff in the Community Based Services (CBS) offices located throughout the state.

Regional Managers - managers of the CBS offices located throughout the state.

V. POLICY:

The Regional Manager shall establish a method to equitably assign cases, reports and other activities among the staff. He/she shall periodically review the overall assignment of responsibilities and make adjustments to maintain relatively balanced workloads.

All probation officers assigned caseload responsibilities shall report to a supervisor who has been trained in supervisory functions.

Each supervisor shall be responsible for continuous review of the case management activities of his/her staff.

VI. PROCEDURES:

- A. Officers may be assigned to either serve a specific parish(s) or court(s), but are assigned cases based on the Service Coordinator Model which provides services to the youth throughout the continuum of care. Generally an officer is responsible for all the cases originating in the court(s). The supervisor may reassign a case to another officer after reviewing it.
- B. Within 24 hours of being notified, excluding weekends and holidays, that a youth has been placed on probation or parole or in custody, the supervisor shall assign the case to a PPO/J who shall initiate contact with the youth and his family (Refer to YS Policy D.10.7 "Probation and Parole Supervision").
- C. Each officer is responsible for keeping his supervisor advised of all assignments received from the court(s). Each supervisor is responsible for tracking and follow-up of these assignments to ensure timely completion.
- D. Unless otherwise directed, each officer is responsible for gathering the information necessary to enter the case into JETS. The supervisor shall review each new case record for correctness of content and adherence to policy.
- E. All written reports shall be reviewed and approved by a supervisor for content, form and correctness prior to being disseminated.
- F. Cases being transferred into the region from another region or state shall be assigned to the officer responsible for the parish in which the youth will reside.

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- G. In addition to reviewing the case records of youth returning to court, being staffed for reassignment, or being reclassified, each supervisor shall review randomly selected case records from the caseload of each officer he supervises. Particular attention shall be paid to court documentation, narratives and the ISP to determine that the services provided are appropriate.
- H. Regional Managers are authorized to develop additional procedures necessary to implement this policy.

Previous Regulation/Policy Number: DYS 10.3, D.10.3

Previous Effective Date: 11/01/03, 9/28/2010

Attachments/References: